



DORIIS Troubleshooting Guide

This guide will ensure your computer and network connections are properly configured to provide accessibility to the DORIIS online portal. To test your access to DORIIS, simply follow the link below:

<https://doriis.ca.gov>

If you are able to view the following DORIIS home page, your access is successful. You may want to bookmark this site for future reference. However, if you are unable to reach the following screen, please refer the troubleshooting tips below.

Test Successful Screen

A screenshot of the DORIIS home page. The header features the "CA.GOV" logo and the text "WELCOME TO THE STATE OF CALIFORNIA". A "Welcome Login" link is in the top right. The main content area is divided into several sections: "NOTICES" with links for "Welcome to Division of Recycling", "Midyear Adjustment to 2010 Refund Value per Segregated Pound", "AB 7 (BX) Implementation and Update on Proportional Reduction Payments 3/11/2010", and "Click here for the results of the Phase 1 Participant Survey"; "Beverage Manufacturers & Distributors" with links for "Processing Fee and CRV Rates for 2011" and "2011 Reporting and Payment Calendar"; "Recyclers & Processors" with a link for "Handling Fee FAQs"; and a "CALENDAR" section with "Important Dates" and "Coming soon". On the right side, there is a "Login" form with fields for "User Name" and "Password", and a "Login" button. Below the login form is a "HELP AND CONTACT" section with a "Did You Know?" subsection, links for "DORIIS Recycler & Processor Training Resources" and "DORIIS Beverage Manufacturer & Distributor Training Resources", a "Having Trouble Accessing DORIIS?" subsection with links for "View the DORIIS Minimum Browser Requirements" and "Test Your Access to DORIIS", and a "Still Have Questions?" subsection with a link for "Contact the DORIIS Help Desk".

DORIIS Troubleshooting Tips

[Disable Popup Blockers](#)

[Add DORIIS as a Trusted Site](#)

[SSL Settings](#)

[Network Ports](#)

[DORIIS IP Address](#)

[DORIIS Minimum Browser Requirements](#)

[Internet Explorer 10 Issues](#)

[I Need More Help](#)



Disable Popup Blockers

If you currently have popup blocker enabled, you will need to disable the popup blocker for the DORIIS website or set your popup blocker to always trust <https://doriis.ca.gov>, depending on the popup blocker software installed with your web browser.

Add DORIIS as a Trusted Site

Depending on the security settings of your web browser, it may be restricting access to the DORIIS secure site. If you are using Internet Explorer, follow the steps below to add DORIIS as a trusted site. Firefox natively handles trusted sites as cookies and no additional settings should need to be applied.

Internet Explorer

1. In Internet Explorer, click the **Tools** button, and then click **Internet Options**.
2. Click the **Security** tab, and then click the security zone: **Trusted sites**
3. Click the **Sites** button.
4. Type the Internet address (<https://doriis.ca.gov>) and then click **Add**.
5. When you are finished adding the site, click **Close**, and then click **OK**.

SSL Settings

When you connect to a commerce website, such as a bank or bookseller, Internet Explorer uses a secure connection that uses Secure Sockets Layer (SSL) technology to encrypt the transaction. The encryption is based on a certificate that provides Internet Explorer with the information it needs to communicate securely with the website. DORIIS requires that SSL 2.0 be turned off and SSL 3.0 be turned on. To do this, follow the steps below.

Internet Explorer

1. In Internet Explorer, click the **Tools** button, and then click **Internet Options**.
2. Click the **Advanced** tab
3. Scroll to the bottom of the list under the **Security** heading.
4. Check the box for Use SSL 3.0 and Use TLS 1.0
5. Uncheck the box for Use SSL 2.0
6. When you are finished, click the **Apply** button and then click **OK**.

Mozilla Firefox

1. In Mozilla Firefox, click the **Tools** button, and then click **Options**.
2. Click the **Advanced** tab
3. Click the **Encryption** tab
4. Under the **Protocols** heading, verify that Use SSL 3.0 and Use TLS 1.0 are selected.
5. When you are finished, click the **OK** button.



Network Ports

A network port is identified by its number, commonly known as the **Port Number**, the IP address it is associated with and the protocol used for communication. DORIIS uses several ports to route traffic and communicate. Some corporate networks will require that ports be “opened” to allow network traffic to and from the DORIIS website to ensure accessibility. This may require Network Administrator assistance or corporate authorization to open ports. The following ports should be opened:

- **443**
- **4445**
- **4447**
- **4449**

DORIIS IP Address

Your network administrator (if you have one) may have defined the access rules for your company to DORIIS by server IP address (134.186.202.37) instead of server name (doriis.ca.gov). As of January 22, 2013 we have upgraded the servers and the IP address will be different. The new IP address is:

134.186.202.37

DORIIS Minimum Browser Requirements

Please click on the following link to make sure that your internet browser has the minimum requirements to successfully access DORIIS.

<http://www.calrecycle.ca.gov/BevContainer/DORIIS/Resources/BrowserReq.pdf>

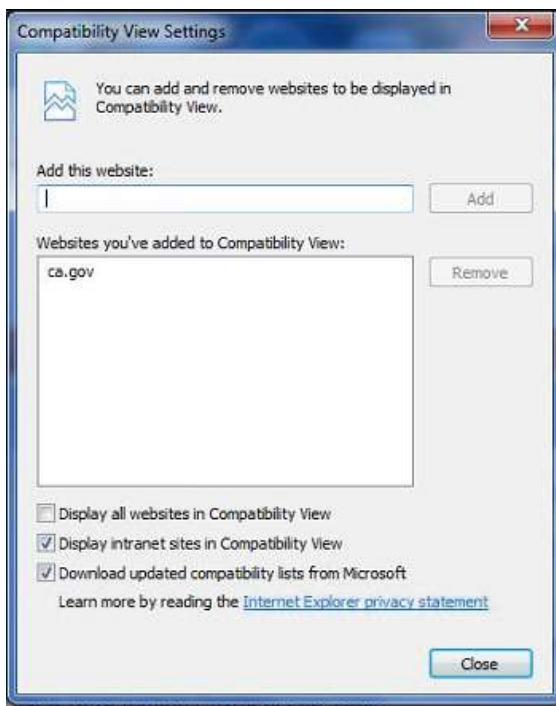
Internet Explorer 10 Issues

If you are using Internet Explorer version 10 you may notice that certain parts of DORIIS do not seem to function properly. For example, the navigation tree has a gray box above the folder you are trying to select, or the buttons for Submit or Apply are off the screen causing you to need to scroll over to the right to find them.

The first step to fix this is to confirm that you have IE 10. You can do this by locating the main tool bar, which is located in the top left corner of your browser window. Select Help (to the right of Tools). The window that appears will tell you what version of IE you have. See image below for reference.



Upon confirmation that you are using IE 10 you can enable the Compatibility View setting. Go to Tools (to the left of Help- note the image above), then choose Compatibility View Settings. In the field underneath where it says "Add this website," add ca.gov. This setting will only be effective for DORIIS (or any website that ends in ca.gov), and will not interfere with any other websites. Close the window, then close Internet Explorer. Once you re-open Internet Explorer the issues will be resolved.



I Need More Help

If you have tried these troubleshooting tips and continue to be unsuccessful in accessing the DORIIS website, please send an email to DORIISHelp@calrecycle.ca.gov and a Help Desk representative will follow up with you. Please be sure to enter your name and phone number in the email.